

Consumer Services

Consumer Services serves as a mediator between consumers and many utilities in South Carolina. Consumer Services resolves a majority of complaints through an informal investigation process. Through consumer education, Consumer Services helps consumers make educated choices and understand their rights.

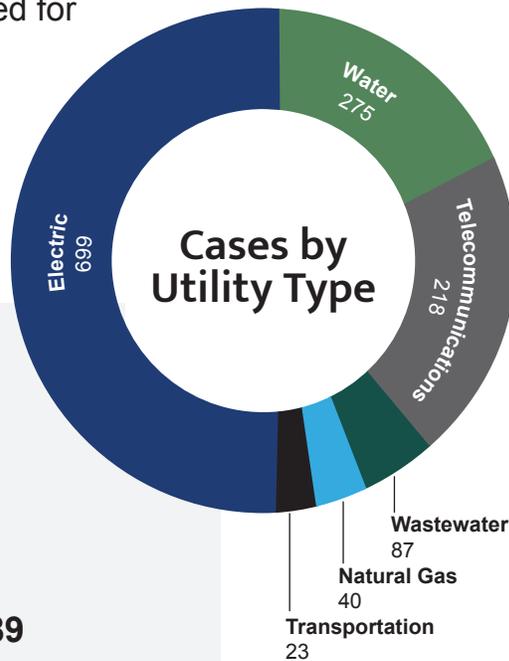
Staff

Department Director **1** Manager **1** Complaint Investigators **3**

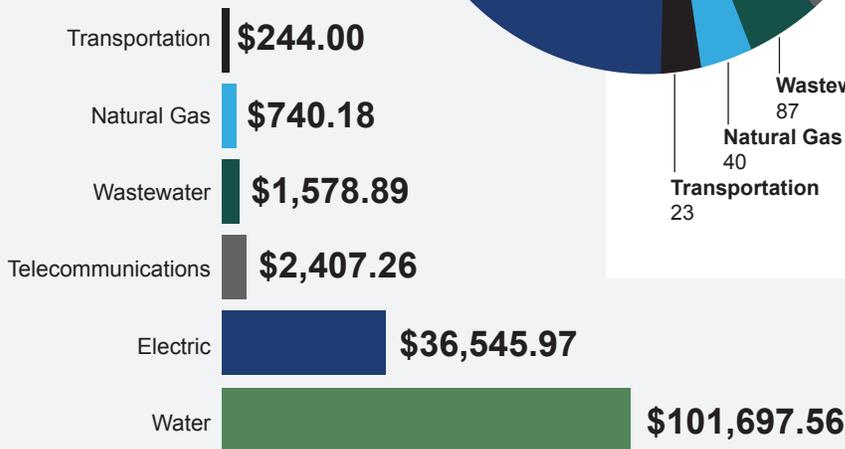
Dollars Recovered for Consumers \$

Consumer Services helps consumers resolve issues with utilities in South Carolina. This process can result in dollars recovered for consumers through bill credits.

Dollars Recovered
\$143,213.86



Dollars Recovered Utility Type



Outreach

Number of Website Users **27,531**
 Events and Presentations **10**
 Handouts Distributed **24,400**

Consumer Complaints

If a consumer is not satisfied with a utility's response to an inquiry or complaint, they can contact Consumer Services.

Calls Received **6,849**
 Complaints Investigated **735**
 General Inquiries **269**
 Referrals **338**

Types of Complaints

